

Quantock Medical Centre

Patient Participation Group Newsletter

Well, here we are at the end of another year (OK; almost!)

The membership of our Patient Participation Group continues to grow. Now, as a well-established group we are able to make our opinions and those of other patients known. This means not only to our own Medical Centre but also to the Bridgwater Bay Federation PPG (to which our Medical Centre belongs) and through our Chair Networks, to a wider audience throughout Somerset.

We would still love to see more patients come along to one of our meetings look at our notice board or the Quantock Medical Centre Website for the dates of future meetings.

Helen Stacey Practice Manager

ARE YOU READY FOR WINTER COLDS & 'FLU?

Its not too late for you to have a flu vaccination, if you have Asthma, COPD, Diabetes, Heart Conditions kidney disease etc, if you are over 65 Years, Pregnant , or a carer book your annual flu vaccination NOW!! we still have a few left!

People often visit their GP with a seasonal cold or flu believing that a Doctor can prescribe a medicine or cure for their symptoms. Colds can be successfully treated at home with rest, drinking plenty of fluids and taking painkillers such as paracetamol or ibuprofen. So it is a benefit to have a few over the counter remedies in readiness.

Colds and flu are caused by viruses and there is no benefit asking your doctor to prescribe antibiotics. These will not cure colds or flu.

People may need to see a doctor if they have severe symptoms, for instance if you have a very high fever, unusually severe headache or abdominal or chest pain, or are living with a long term illness such as diabetes, asthma, or heart disease. You might also need to see a GP if you get flu whilst you are pregnant, or have a sick child and their symptoms suddenly get much worse or are getting worse after seven days (or five days for a child).

NETHER STOWEY

Winter 2014



CONTENTS	PAGE
PPG introduction	1
Are you ready for colds & flu	1
Caring for your neighbours	2
Diary dates	2

SURGERY OPENING HOURS

8am—6.30pm (Phone line)

8am—6 pm Doors open

Surgery number: 01278 732696

Out of hours : 111

TELL US ABOUT CHANGES!

If you change your name, address or other details please let our receptionists know by calling: 01278 732696, writing or emailing us at: quantock.mc@quantockmc.nhs.uk

We would appreciate it if we could be notified when patients have sadly passed away, as again on occasions this information could take some time to be given to the practice. If patients have not yet given next-of-kin details to the surgery, or need to change this, please let us know.

Are you a Military Veteran, if you would like this added to your NHS record please inform the receptionist.

The Medical Centre Patient Participation Group would like to wish all Medical Centre Staff and Patients a Happy Christmas and a Healthy New Year for 2015!



Be A Winter Friend !

Each winter thousands of people in England die as a result of cold weather. Most are over 75 and most of these deaths could be avoided. Hundreds of thousands of others spend much of the winter alone and lonely.

Five ways you can help

PRESCRIPTION REQUESTS

Please help spread our Dispensary workload throughout the week. To request your repeat prescription you can:

- Drop off your request to the Dispensary Box, or over the counter, these are collected twice a day, doors to the surgery are open from 8am to 6pm Monday to Friday, Saturday 8.30am till 10am.
- Call dispensary: on **01278 733385** Monday 9.00am-10.00am and 3pm — 5pm Tuesday — Friday between 9am — 10.30am and 3pm — 5pm
- Email dispensary:
Quantock.mc@quantockmc.nhs.uk

To collect your Prescription:

Visit the Dispensary: Monday to Friday from: 9.00am until 11.30am and 3.00pm until 6.00pm

Reception: Saturday 8.30am — 10am (For collection only)

Five ways you can help

- Set some time aside to drop in on an older neighbour or friend once a week - more often if the weather turns very cold.
- Check their home is warm enough. The main living area should be around 21°C (70°F) and bedrooms should be 18°C (65°F). If they are worried about the costs of heating, check they are receiving their heating bill benefits, such as Winter Fuel Payment (<https://www.gov.uk/winter-fuel-payment>) and Cold Weather Payment (<https://www.gov.uk/cold-weather-payment>). If there are draughts you may be able to help plug them.
- Food is a vital source of energy that helps keep us warm. Make sure the person you are looking in on is eating well and has some non-perishable foods in the cupboard that they can heat up in case they can't leave the house for a few days. Tinned meals and soups are ideal.
- Many older people take medicines and everyone over 65 should have a free flu jab. Ask if there is anything you can do to help – picking up a prescription or giving them a lift to the GP's, for instance. And if you are unwell take real care not to pass it on.
- It's also important for people to keep active and get out if they can. Make sure the person you are helping has warm and grippy shoes and a good coat, hat and gloves. Offer to walk with them if they are not confident alone. If it snows clear the path to their door for them.

Silver Line: Confidential 24 hour 7 days a week help line for older people **Contact 0800 4 70 80 90**

QUANTOCK MEDICAL CENTRE OPENING HOURS OVER THE CHRISTMAS AND NEW YEAR PERIOD

We will be open as usual, but remember we will be closed from 25 December til Monday 29th December and closed New Years Day . Please use NHS 111 if you need advice or help on these days.

Remember to order your repeat prescriptions in plenty of time to avoid a last minute panic!